FINWAVE CAPITAL ADVISORS IFSC LLP

GRIEVANCE REDRESSAL POLICY

August 2025

VERSION 1

Sr. No.	Name of the Fund
1.	Finwave Global Opportunities Fund, registered with the IFSCA as a category III Alternative Investment Fund - Restricted Scheme (Non-Retail Scheme)

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Part I: Background

Finwave Capital Advisors IFSC LLP is registered with International Financial Services Centres Authority ("**IFSCA**") as a Fund Management Entity (Non-Retail) under the IFSCA (Fund Management) Regulations, 2025 ("**IFSCA FM Regulations"**) and acting as the fund manager entity of the following fund ("**Investment Manager**"):

Sr. No.	Name of the Fund
1.	Finwave Global Opportunities Fund, registered with the IFSCA as a category III Alternative Investment Fund - Restricted Scheme (Non-Retail Scheme)

Part II: Preamble and Objective

The objective of the Investor Grievance Redressal Policy (the "**Policy**") is to provide efficient services to the investors and to effectively address and redress the grievances of the investors in a timely manner. It also helps build investor confidence by formulating investor grievance redressal mechanism and to develop friendly relations with the investors.

The Investment Manager should:

- Ensure visibility and accessibility of complaint handling process to all complainants
- Provide access to grievance redressal policy to investors on need to know basis
- Handle complaints professionally & in a transparent manner
- Ensure confidentiality of complainants information unless required for addressing the complaint
- Ensure clear accountability for resolution and reporting of complaints
- Ensure complaints are dealt with in a timebound manner.
- Ensure investor awareness on how to investors can raise their issues and complaints and escalate if they are not satisfied with the resolution or handling
- Continually improve its processes & systems by taking inputs/ feedback from the investors

The Investment Manager shall address all the queries/ grievances/ concerns brought to its attention by the investors and also classify & differentiate queries, requests, and complaints, etc. and accordingly resolve them to the satisfaction of the concerned investors.

The Compliance Officer is responsible for ensuring provision of prompt and effective services to the investors and monitoring the dedicated email address of the Fund for investor grievances.

Part III: General Principle

- Investors are treated fairly at all times.
- Grievances / complaints raised by Investors are dealt with courtesy and in a timely manner.
- Queries and grievances / complaints are treated efficiently and fairly.
- The investment manager of the Fund works in good faith and towards the interests of the Investors.

Part IV: Escalation Process

i. **In case of any query/complaint, the Investors can write to Compliance / Grievance Redressal Officer:**

Hiral Soni
Unit No. 03, "The Platform" Ground Floor, 11 T2, Block-11, GIFT SEZ, Gift City, Gandhinagar-382355, Gujarat, India
Email address: aif@finwave.co
Tel: +91 7861868857

ii. **If not satisfied with the response of the Compliance Officer / Grievance Redressal Officer, then Investors can write to the Trustee**

Axis Trustee Services Limited
Unit No. 533, 5th Floor, Hiranandani Signature, 13B Zone1, GIFT-SEZ, Gandhinagar – 382355, Gujarat, India

Email address: aiftrustee@axistrustee.in
Tel.: +91 9920442832

iii. **If not satisfied with the response from the above mentioned persons, the Investors can**

Lodge grievances / complaints with any of the IFSCA offices within one year from the date of cause of action, where;

a. complainant has approached Investment Manager/ Trustee, for redressal of the complaint and they have rejected the complaint or,
b. The complainant has not received any communication from them or,
c. The complainant is not satisfied with the reply received or the redressal action taken by them.

iv. Any complaints/disputes not resolved to the satisfaction of investors as per the above grievance redressal framework will be resolved by settlement through conciliation and arbitration process, under the Arbitration and Conciliation Act, 1996, as may be agreed under the respective Contribution Agreements/ Client Agreements of investors.

Part V: Resolution of Complaints

General Turn Around Time (TAT) for response to complaint (from the receipt of the valid complaint in writing) shall be 30 days.

In the interest of efficiency, multiple communications received for the same complaint within the stipulated TAT in this Policy, shall be treated as a single complaint.

Note: The above TAT can change depending upon the nature and complexity of the complaint, in case of TAT exceeding the prescribed timeline it shall promptly be communicated to the Investors. If the Investor does not

receive a reply within the prescribed TAT they may escalate the complaints through the procedure mentioned under Part IV: Escalation Process. Additionally, the Investors are urged to avoid lodging or sending numerous complaints under the TAT.

Part VI: Maintenance of Records

The Register of complaint and Grievance shall be maintained and updated with details of complaints and its resolution thereof with time take for resolution.

The soft copies / hard copies of the complaints received from the Investor shall be preserved for future reference, if required.

A detailed report of complaints received and resolved and reasons for delay if any for resolution will be recorded.

The Register of complaint and grievance will be maintained for such period as prescribed by regulatory authority from time to time.

Part VII: Review of Policy

Amendments/Updates, Review, and control

The Compliance Officer will review this Policy on an annual basis or earlier, if required, in light of change in regulatory compliance and business reasons.

If there are any regulatory changes, the effective date of the amendment will be from the date when the notification of the amendment is received.